



Title: E-Bike Mechanic & Cycling Specialist
Reports To: Operations Manager
Pay Range: \$23–\$26 per hour
Seasonal Position Full-time, April-October

At 16 Hands LLC and Whitefish Outfitters, our core focus is connection. We want our guests to have an experience — not just a vacation. Our goal is for guests to connect with our staff, the people they came with, other guests, nature, and themselves. You will play an integral role in facilitating these connections by sharing your story and listening to guests' stories throughout their activities

General Responsibilities:

The Cycling Specialist leads the summer bike program at Whitefish Outfitters, combining mechanical expertise with guest experience and team leadership.

Cycling Director & E-Mechanic Duties

- Maintain and manage the full e-bike, gravel, and mountain bike fleet
- Perform bike builds, repairs, and ongoing maintenance throughout the season
- Lead by example and ensure daily responsibilities are completed
- Train bike guides so they feel confident and supported when leading rides
- Guiding trips, including Going-to-the-Sun Road tours and shuttle-supported trips
- Create strong connections with guests through great service and positive energy
- Manage bike rentals, waivers, and reservations using booking software
- Open and close daily operations and maintain accurate rental availability
- Enforce safety standards, city regulations, and company procedures
- Purchase bike parts, from vendors such as: QBP, Pedego, and Scott
- Keep the bike shop organized and inventory up to date
- Communicate clearly and consistently with Manager about fleet needs and issues

Personal Requirements

- Strong mechanical skills and comfort working on a wide range of bikes
- Excellent communication and organization skills
- Ability to work independently and follow through on commitments
- Comfortable learning and using booking and rental software
- Ability to lift to 50 lbs and load bikes onto shuttles
- CPR and Wilderness First Aid preferred
- Leadership or supervisory experience preferred